

Corporate Culture Policy

Document purpose and scope

This Policy establishes the required elements, standards, roles, responsibilities, and governance to build a strong and common culture throughout the Group. The culture is based on shared values and ethical standards in line with the Code of Conduct, to earn the trust of employees, customers, suppliers, shareholders, investors and local communities. The Policy applies to all employees. It also emphasizes the role of leaders who contribute to the corporate culture through their attitudes and behaviours.

Which ESG-related issues does the Policy address?

The Group's corporate culture is based on the following elements:

- Mission and vision.
- Values: Simple, Personal and Fair, that define how the Group operates.
- The risk culture, built on the principle that every employee must be aware of the risks generated by their daily work. They are expected to understand these risks and take personal responsibility for identifying, assessing, managing, and reporting them. This risk culture is consistent across the organization, applies to all types of risk, and is embedded at every stage of the work cycle. Training and development are key to help consolidate and reinforce the Risk Pro culture in all employees.
- Corporate behaviours: "Client orientation", "Out of comfort zone", "Future orientation", "Performance impact" concern all employees and "Servant leadership" concerns managers.

The Policy also outlines principles of diversity, equity, and inclusion in relationships with all stakeholders:

- Diversity: recognize and support all types of diversity (incl. gender, ethnicity, religion, sexual orientation, disability, age, socioeconomic background).
- Equity: promote meritocracy and equal opportunities throughout the journey of employees and generate accessible environments and products. The purpose is to avoid any bias that causes discrimination.
- Inclusion: generate a respectful environment in which all people feel valued so that they can develop their full potential and their sense of belonging.

The recruitment process is guided by the principles of impartiality, openness to diversity, and equal opportunity. Its goal is to select the best candidate based on meritocratic values.

The highest management level responsible for the Policy

The Head of the Strategic Partnership and Leadership Area is responsible for the implementation of the Policy, supported by the Culture & Talent Acquisition Office. They report directly to the MB member in charge of the Business Partnership Division.

Application across the Bank's subsidiaries

The Policy applies across the Group.